Marshall VMV-402-SH
Application Note 6-23-2021

It has come to our attention that there have been cases of product non-operation or "freezing" when used on Crestron controlled systems.

This issue has been traced to the use of Crestron modules written for the Marshall VSW-2200 video switcher.   While the commands in the VSW-2200 module will appear to operate the VMV-402 switcher correctly, there are some additional commands that are unnecessary and can lead to the switcher "locking up", "freezing" or other non-operational conditions.

The VSW-2200 switcher used a "Preset-then-Take" command structure. The VMV-402 is "Take Immediate". That is, there is no need to issue the Take command.
We are working with the Factory to update the VMV-402 firmware to disallow this command.

In the meantime, we strongly recommend removing this command from Crestron (or other) control systems operating VMV-402 switchers.

The Take command is HEX 04 90 01 95

Corrective action:

If you have experienced the "non-operation" condition this can typically be corrected by connecting to the unit via USB from the control application.   Select Settings from the Main Page then select the Outputs tab, then select one of the HD video formats.